



Vote Indiana Team Meeting

Statewide Voter Registration System (SVRS)

March 27, 2009



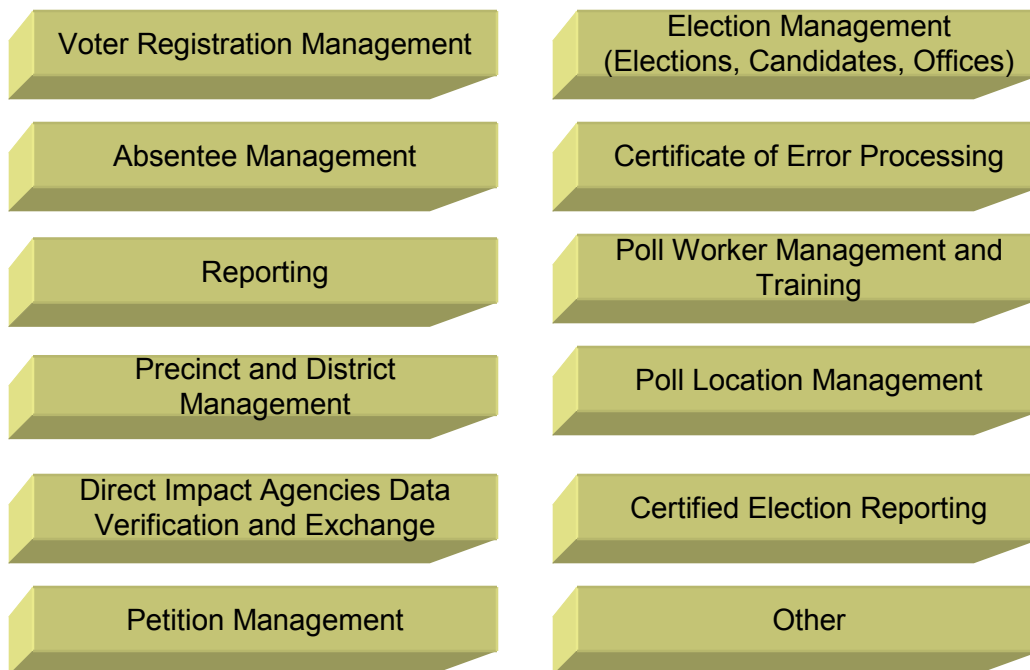
Introduction

- The last time the Voter Indiana Team met to discuss the progress of the Statewide Voter Registration System (SVRS) initiative was during the summer of 2005
- Virchow Krause, as the State's Independent SVRS Project Manager, has prepared a status update on the Vote Indiana Team's mandates and goals pertaining to the implementation of the Statewide Voter Registration System, including:
 1. Compliance with the Help America Vote Act (HAVA)
 2. Alignment with Vote Indiana Team's SVRS "Performance Goals"
 3. Alignment with Vote Indiana Team's SVRS Training and Support Requirements
 4. Compliance of SVRS with Federal and State Laws

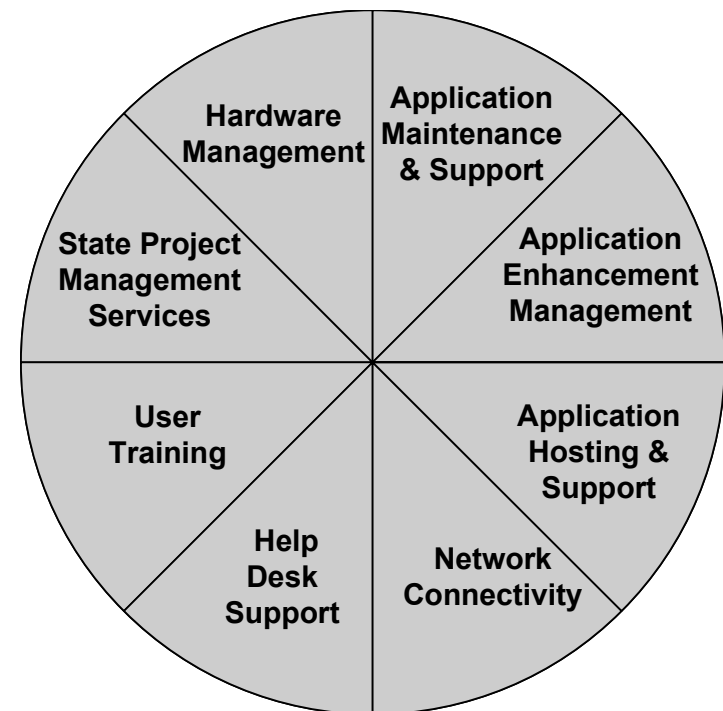


Overview of Indiana Statewide Voter Registration System (SVRS)

SVRS Application Features and Functions



SVRS Application Support Services





#1: Compliance with the Help America Vote Act

Help America Vote Act (HAVA) Title III Requirements	Compliance	Evidence
Computerized Statewide Voter Registration by January 1, 2006)	Yes	<ul style="list-style-type: none"> • SVRS deployment started in July 2005 focusing on 10 Pilot counties • SVRS was fully deployed in all 92 counties before the January 1, 2006 deadline • The system was designed to track detailed voter information including current and historical voter registration addresses, names, voter history, voter transfers, status history and voter correspondence. • In addition to voter registration information, the system was built to track and manage: <ul style="list-style-type: none"> – absentee records, – election, office and candidate information, – petition processing, – certificate of errors, – certified election reporting, – poll workers and poll locations.
Implementation and maintenance of a single, uniform, official, centralized and interactive Statewide computerized voter registration list accessible to all election officials in the State.	Yes	<ul style="list-style-type: none"> • The State provided counties with unlimited application user licenses to SVRS • The State also provided counties with the necessary hardware to access and appropriate use SVRS, including: 275 PCs, 321 printers, 199 scanners, 12 high speed scanners, 450 barcode readers, and 440 label printers • The State provided 61 counties with a State-provide network connectivity solution to connect to SVRS • The State provided 27 counties with a State-provide back-up network solution



#1: Compliance with the Help America Vote Act (continued)

Help America Vote Act (HAVA) Title III Requirements	Compliance	Evidence
<p>System must use a unique identification number assigned to each legally registered voter. Requires that applicants provide a valid driver's license number, or last four digits of Social Security number. If neither, then state assigns a unique identifier.</p>	Yes	<ul style="list-style-type: none"> The system provided unique identification numbers to each registered voter, including: <ul style="list-style-type: none"> – # of voters with driver's license number: 2,554,801 – # of voters with date of birth and last four SSN: 2,011,249 – # of voters with date of birth and unique identifier: 1,102,260 <p>*Data as of March 24th, 2009</p>
<p>The computerized list must include technological security measures to prevent unauthorized access and to keep information confidential, as appropriate.</p>	Yes	<p>System has several security features including:</p> <ul style="list-style-type: none"> •Client workstations communicate with the IN SVRS application over an SSL-secured channel requiring valid user ID and passwords for access •All County workstations also enforce the use of a software firewall to block ports and IP's, ensuring only authorized user s can access SVRS. •Expiration of user IDs and passwords •State conducts periodic audits of SVRS user IDs with little activity to maintain up-to-date user access lists



#1: Compliance with the Help America Vote Act (continued)

Help America Vote Act (HAVA) Title III Requirements	Compliance	Evidence
List must be coordinated with other State databases - there must be a sharing of information between voter registration and motor vehicle authority databases.	Yes	<ul style="list-style-type: none"> • The SVRS is linked to four separate governmental agencies, including: <ul style="list-style-type: none"> – <u>BMV</u>: the interface between SVRS and the Indiana Bureau of Motor Vehicles (BMV) is designed to allow registration applications submitted at local BMV branches to be sent electronically to the appropriate county, thus reducing the delay in processing. The BMV link is also used to verify a voter's driver's license number, when used as proof of identification. – <u>DOH</u>: the SVRS is interfaced with the Indiana Department of Health, allowing users to view death records and cancel deceased voters quickly and accurately. – <u>DOC</u>: the SVRS is interfaced with the Indiana Department of Correction, allowing users to view incarceration records and cancel disenfranchised voters quickly and accurately. – <u>SSA</u>: the SVRS is interfaced with the Social Security Department, via the BMV connection, which allows SVRS to verify the last four digits of a voter's social security number, when used as proof of identification. • BMV Registrations received and processed: 317,468 (2008) • DOH notifications received and processed: 59,590 (2008) • DOC notifications received and processed: 17,306 (2008) • Additionally, USPS sends routine file updates to the SVRS for residence address verification



#1: Compliance with the Help America Vote Act (continued)

Help America Vote Act (HAVA) Title III Requirements	Compliance	Evidence
<p>List maintenance on the computerized list must be performed on a regular basis, including elimination of duplicate names (if not separate individuals). A person may be removed from the list only under applicable provisions of NVRA (National Voter Registration Act of 1993). There must be safeguards to ensure that eligible voters are not removed in error.</p>	Yes	<ul style="list-style-type: none"> SVRS scans for duplicate voter records during the voter registration and voter record update process In 2006, the State coordinated a large voter list maintenance effort as part of a DOJ Consent Decree. The VLM effort resulted in the following: <ul style="list-style-type: none"> The State identified 41,000 voters were identified as potentially deceased. 34,161 voters were removed/cancelled by counties The State identified 170,000 voters (or 340,000 voters records) as having potentially duplicate voter records. Counties cancelled 177,854 of these voter records. The State identified 609,171 voter records for counties to consider moving to inactive voter status given the results of a 2006 Statewide mailing effort. Counties inactivated 320,077 of voter records. In 2007, the State embarked on a large voter record data clean up effort to deal with precinct and district accuracy issues as well as incomplete precinct or district data within SVRS. Counties corrected 1,327,169 voters records as part of the voter data cleanup effort In 2007, 222,005 voters were cancelled as part of counties ongoing voter list maintenance efforts In 2009, 112,854 voters have been cancelled as part of counties ongoing voter list maintenance efforts
<p>All voter registration information must be expeditiously entered electronically by local election officials, with the state providing support as needed to ensure compliance.</p>	Yes	<ul style="list-style-type: none"> State Statute and SOPs require SVRS users to process workload within a less than 48-hour timeframe SOS/IED monitors county SVRS processing on a monthly basis Number of Reports Generated: 1,903,051 (2008); 497,401 (2007). 1,044,395 SVRS reports were generated during the month of October 2008. Number of INSVRS Page Hits: 41,599.076 (2008); 36,530,816 (2007)



#1: Compliance with the Help America Vote Act (continued)

Help America Vote Act (HAVA) Title III Requirements	Compliance	Evidence
The voter must be able to find out (via free access system) if a provisional ballot was counted and if not, why not.	Yes	<ul style="list-style-type: none"> A public website is linked to the SVRS data allowing voters to view their voter registration information by entering unique and confidential information at http://www.indianavoters.in.gov. Public users have access to voter registration information, provisional ballot status, poll location information, other election-related information, announcements and news. Number of http://www.indianavoters.in.gov page hits: <ul style="list-style-type: none"> – 2008 Primary Election: 900,436 (3/2 – 5/10) – 2008 General Election: 2,434,592 (8/31 – 11/8)





#2: Alignment with Vote Indiana Team SVRS Performance Goals

Performance Measures	Alignment	Evidence
Number of Counties Online	Yes	<ul style="list-style-type: none"> • 92 counties online • Number of registered SVRS users as of 10/14/2008: 975 users • Over 400+ concurrent users on SVRS during October 2008
Number of Voters Per County	Yes	<ul style="list-style-type: none"> • Active: 4,162,379 voters • Inactive: 246,535 voters • Pending: 9,081 voters • Cancelled: 1,255,189 voters
Percent of Data Conversion to Standard Format Completed Automatically	Yes	<ul style="list-style-type: none"> • Roughly 100% with manual county review and confirmation. • Some counties did have to do some level of manual clean up when data issues and/or gaps were identified.
Number of Digitized Signatures Captured	Yes	<ul style="list-style-type: none"> • # of 'current' voter signatures in SVRS: 5,474,192 • # of voter signatures converted: 4,297,509 • # of 'current' voter signatures since conversion: 1,176,683 • # of scanned images: 4,603,205 • # of scanned images converted: 2,814,081 • # of scanned images since conversion: 1,789,124
Number of Voting Histories Captured	Yes	<ul style="list-style-type: none"> • # of vote histories in SVRS: 34,260,431 • # of vote histories converted: 25,416,659 • # of vote histories since 'conversion': 8,843,772
Number of ID Numbers Captured	Yes	<ul style="list-style-type: none"> • # of voters with driver's license number: 2,554,801 • # of voters with date of birth and last four SSN: 2,011,249 • # of voters with date of birth and unique identifier: 1,102,260
Number of Hits Concerning Provisional Ballot Status and Number of Hits for Poll Location	Yes	<ul style="list-style-type: none"> • 2008 Primary Election (3/2 – 5/10): 900,436 website page hits • 2008 General Election (8/31 – 11/8): 2,434,592 website page hits



#3: Alignment with Vote Indiana Team SVRS Training and Support Requirements

SVRS Training and Support Areas	Comments
Help Desk	<ul style="list-style-type: none"> • Help Desk Support for application, hardware, and network related questions and issues • 8AM – 6PM (Indianapolis Time) during non-election periods • 6AM – 7PM (Indianapolis Time) during election periods • Help Desk Call Volumes: 12,271 calls in 2008, 7,700 calls in 2007 • Help Desk Tickets: 6,773 tickets opened in 2008
County Advisory Team (CAT)	<ul style="list-style-type: none"> • Representatives from large, medium, and small counties for input on county issues/concerns, prioritization of system enhancements, validation of project team support structure and approach, etc. • 2007: Bi-weekly meetings • 2008: Monthly meetings • 2009: Quarterly meetings
Statewide Presentations	<ul style="list-style-type: none"> • Annual District Clerks' Conferences (June and December) • Semi-Annual Clerk's Association Meetings (Spring and Fall) • IVRA Annual Meeting
Internet and Telephone Based Training	<ul style="list-style-type: none"> • 2008: 40 WebEx sessions • 2007: 45 WebEx sessions



#3: Alignment with Vote Indiana Team SVRS Training and Support Requirements

SVRS Training and Support Areas	Comments
Individual County Site Visits	<ul style="list-style-type: none"> • 2005/2006: Multiple county site visits to all 92 County during rollout and post-implementation support • 2007: 50 county site visits • 2008: 45 County Site Visits
County Surveys	<ul style="list-style-type: none"> • Elicit Statewide county feedback on various SVRS issues and items • 2008: 17 surveys created
Standard Operating Procedures (SOP)	<ul style="list-style-type: none"> • Standard Operating Procedures (SOPs) provide State-guidance to counties on how to use the application for compliance with State statutes and standards • 2008: 56 SVRS Standard Operating Procedures published and/or updated
Other County Training and Communication Services	<ul style="list-style-type: none"> • Newsletters • Step-by-Step training guides • Memos and communications • SVRS notification hopper broadcasts • SVRS “sandbox” (or training) environment



#4: Compliance of SVRS with Federal and State laws

- The State has made various system enhancements and changes to SVRS since the implementation of the system in 2005 to deal with the following:
 - Federal, State, & Local Legislative Changes
 - Federal mandates due to legislative updates
 - Federal reporting requirements from the Election Assistance Commission
 - Federal reporting requirements from the Department of Justice
 - State mandates due to legislative updates
 - County mandates due to legislative updates
 - Indiana Election Division Forms & Policies (Changes to IED/IEC policies & procedures and changes to IED/IEC forms)
 - Enhancements related to agency interfaces (BMV, DOH, DOC)
 - Enhancements related to County requests; including county user requirements as staffing models change, county user preferences as they become more familiar with the system, reporting requirements as consumers of the data find more beneficial uses for SVRS data
- Number of builds and hotfixes since deployment of SVRS: 17 major builds, 43 hotfixes (i.e. minor builds)
- Hours spent on design, development, and testing of new enhancements:
 - 2007: 6,522 hours
 - 2008: 1,393 hours



Upcoming SVRS Activities and Challenges

Upcoming SVRS Activities and Challenges	Comments
State and County Budgets	<ul style="list-style-type: none"> • State and Counties are facing extreme budget cutbacks given the economy • State is exploring several cost reduction initiatives in the area of application hosting, network connectivity, and State project management support services • State has transitioned the responsibility of maintaining supporting, and replacing SVRS hardware to counties post June 2009
SVRS Enhancements	<ul style="list-style-type: none"> • Currently, there are 130 pending county SVRS enhancement requests • Inter-State Duplicate Checking • Online Voter Registration • Electronic Pollbooks for Vote Centers
County Outreach and Training	<ul style="list-style-type: none"> • There has been a significant turnover of county clerks in 2009 given the 2008 elections as well as an aging county workforce • Help desk support continues to be heavily utilized. The SVRS Help Desk has received 812 county calls between January 1, 2009 – February 28, 2009 • As county budgets decrease, counties are looking to push more of the voter registration and election board workload to temporary employees, thus requiring the possibility of even greater State responsibility to conduct ongoing training • Each election, counties hire temporary employees during peak processing, which requires ongoing support and training by the State each election
State Provided Network Connectivity	<ul style="list-style-type: none"> • 60 Counties have requested the State to provide network connectivity to SVRS for FY2010-2011



State Benchmarking Data

State SVRS Budget Benchmarking Data				
State	Indiana	Iowa	Colorado	Kansas
Counties	92	100	64	105
Registered Voters (Inactive and Active Voters)	4,515,000	2,143,665	3,208,878	1,659,561
Implementation Year	2006	2005	2008	2006
System	Top-Down	Top-Down	Top-Down	Top-Down
State-Provided Network	Yes	No	Unknown	Yes
State-Provided Hardware	Yes	No	Unknown	No
Type of Training Venues	On-site Training, Manuals, Internet-Based	Manuals, Internet- Based, PowerPoints, Videos	On-site Training, Manuals, Internet- Based	Web-ex, On-site
Training Provider	Vendor	Vendor	Vendor	Vendor
Application Hosting	Vendor	Vendor	Vendor	State
Cost per Registered Voter (Against State's Estimated Annual Budget)	\$0.57	\$0.81	\$0.89	\$0.54 - \$0.60